

TENNESSEE STATE BOARD OF EDUCATION		
GRIEVANCES AND COMPLAINTS		1200
ADOPTED: July 28, 2017	REVISED:	MONITORING: Review: Annually

Each authorized charter school shall adopt a policy and procedures for receiving and addressing complaints or grievances from employees, parents/guardians, or students. The governing board of each charter school shall be the first avenue for response in any complaints or grievances filed against the charter school, its employees, or its volunteers, and the policy and procedures shall be made available to students, parents/guardians, employees, and any other person who requests it. If grievances persist following the actions of the governing board of the charter school, or if the complaints are with regard to alleged violations of law, the charter agreement, or the improper discipline of a special education student (including violations of the Individuals with Disabilities Act (IDEA) or applicable state or federal law or regulation), the State Board may investigate.

Complaints and Grievances Handled by the School. The following are examples of complaints or grievances that are at the discretion of the school and areas in which the State Board cannot mandate decisions:

- (1) Employment issues;
- (2) Disagreement with a teacher or a student; and
- (3) Disagreement over a discipline decision, excluding an expulsion or the discipline of a student with special needs.

The school shall follow its adopted policies and procedures for handling complaints and grievances.

Complaints and Grievances Handled by the State Board. In some instances, the State Board may investigate complaints or grievances regarding an authorized school. A formal complaint or grievance to the State Board may include, but is not limited to:

- (1) Alleged violations of the law;
- (2) Alleged violations of the charter agreement;
- (3) Special education violations, including discipline;
- (4) Child abuse;
- (5) Serious health, safety, and legal issues;
- (6) Compulsory attendance violations;
- (7) Suggesting a student transfer or enroll at a different school;
- (8) Expulsion; and
- (9) Title VI and Title IX Claims.

A formal complaint to the State Board must:

- (1) Identify the school(s) involved in the issue;

- (2) Clearly describe the grievance or complaint and provide any corresponding documentation supporting the issue;
- (3) Provide details of how the individual attempted to resolve the issue with the school or governing board, if applicable; and
- (4) Be filed within one (1) calendar year of the alleged violation, unless the State Board determines that special circumstances exist to allow the filing of the complaint or grievance.

Within seven (7) business days, the State Board will determine whether or not the grievance or complaint is properly before the State Board or if it needs to be resolved with the school, and the State Board will notify the complainant of this decision in writing. If it is determined that the complaint or grievance is properly before the State Board, the State Board will address the complaint or grievance within sixty (60) days, unless special circumstances exist. If special circumstances exist, all parties will be notified.

If a school is found to have committed a violation, it may trigger interventions by the State Board in accordance with State Board Policy 6.700.¹

Filing a complaint under this policy shall not serve as a prerequisite to any legal or other administrative action that the complainant may choose to pursue, including any complaint under Policy 1802, Americans with Disabilities Act (ADA), Section 504, and Individuals with Disabilities Education Act (IDEA).

Legal References:

¹ State Board Policy 6.700

Cross References:

Americans With Disabilities Act (ADA), Section 504,
and Individuals with Disabilities Education Act
(IDEA) 1802